

	Chat script sample	Scenario
1	Our reservation system is currently undergoing maintenance, please check back in 30 minutes. We are sorry for any inconvenience this may cause you. Thank you for your understanding and patience.	Tech error/time error
2	<p>We are so sorry to hear that you are facing an issue with the booking process. As a customer service agent, I understand how important this is to you and there is nothing I want more than resolving this for you.</p> <p>To fix the issue, here are some things you can try:</p> <ol style="list-style-type: none"> <li>1. Clear your cookies and cache, then try again.</li> <li>2. Try to use another browser or different devices.</li> <li>3. Try to switch to another card's type.</li> <li>4. Try other sites such as XXX, XXX</li> <li>5. If the tips above are not successful, we recommend you contact your bank for more information, or please take a screenshot and email us at XXX, and our related team will do the best they can to assist you.</li> </ol>	Fail payment
3	<p>According to Azul Linhas Aéreas Brasileiras, we must contact the airline to request the cancellation of a ticket within 24 hours. Once we receive the refund from the airlines, we will forward it to you with no service charge.</p> <p>Would you like me to contact Azul Linhas Aéreas Brasileiras to cancel your reservation?</p>	Cancel Azul if the cancellation is within 24H BR and the departure date is 7 days ahead.
4	Most reservations are confirmed within a few minutes, but in some rare cases, due to airline processes and technical requirements, the	Pending Order

	<p>reservation confirmation can take more than 12 hours.</p> <p>After 12 hours, if your reservation is still not confirmed, a dedicated agent will check your reservation with the airlines manually. Thank you for your patience. We will update your order status via email as soon as it is confirmed.</p>	
5	<p>According to the airline's rules, it is not possible to get a refund for your booking in cases of cancellation. Please note that we are required to follow the airline's rules for tickets booked through our website.</p> <p>We are sorry for the airline's strict policy. As much as we want, we cannot deviate from the airline's rules since we are just a third party.</p> <p>We do not want you to lose your ticket, so we would be more than happy to help you reschedule your trip. If you have not decided on a new schedule yet, please kindly reconsider and contact us again for us to help you with your new date.</p>	<p>Cancel Ticket Non Ref But change is permitted</p>
6	<p>According to the airline's policy, it is not possible to get a refund if you cancel your ticket. We hope you understand that while tickets are booked through our website, we must follow the airline's policy for refunds. We're sorry if this complicates your travel plans, but we're happy to help you with any other requests you have!</p>	<p>Cancel Ticket Non Ref</p>

7	<p>Thank you so much for making the payment.</p> <p>I will send this case to our ticketing team so they can proceed with the rebooking process.</p> <p>When the change has been confirmed from our end, we will send you a confirmation by email of your new ticket.</p>	<p>Payment received for rebooking</p>
8	<p>May I advise you to go to our website to check for</p>	<p>Rebooking</p>

	<p>flights that you see fit for your preference and come back to us once you've made a decision.</p> <p>As we need a specific date to give you the best option with the best price. Please kindly note that the airline must be the same as the original ticket.</p>	but pax is indecisive
9	<p>Regarding your refund concern. We are currently still working with the airline to request the refund amount for you. Please kindly wait while our team try to get this resolved for you. Your kindness and understanding is greatly appreciated. We will keep you updated as soon as there's any response from the airline.</p>	Pax complaint about refund process // Refund delay from YY
10	<p>After checking your reservation carefully and trying my best to proceed with your request, we can see that the airline doesn't give us the option to do that.</p> <p>Therefore, we highly recommend you to contact the airline directly at ...., using the reference.... for further and better assistance.</p> <p>We recommend this because we would like our customers to have the best service possible to avoid problems in the future. I hope for your understanding in this situation.</p>	Refer pax to YY
11	<p>After checking carefully here, I can see that the reason for the price change is due to the airline's updating of seat availability. The price can change from day to day or even hour to hour.</p> <p>We hope you can understand that while tickets are booked through our website, this is the cost the airline sets out. I really want to help, but I'm required to follow the airline's rules in this case.</p>	Pax complaints about airline fee
12	<p>If I were in your position, I would feel very frustrated as well. However, the service fee is always applied in this case so we can improve day by day and give customers the best service possible. (In fact, over 80% of our flights are cheaper than booking with the airline directly. We also offer many benefits the airline doesn't, such</p>	Our product fee is higher than YY fee.

	<p>as, automatic check-in and product, cancellation insurance, claiming refund free of charge in case of involuntary cancellation by the airline,...).</p> <p>Even though I really want to help you further, as a normal customer service agent, This is really out of our control. Therefore, I really hope for your kindness and your understanding with me in this situation.</p>	<p>Or</p> <p>Why service fee applied</p>
13	<p>The service fee is the fee that we charge for all communication with the airline. This applies to all ticket changes and cancellations. The service fee may vary depending on the type of request. As a booking agent, I am responsible for making the changes and communicating with the airline, but I have no influence on company policy.</p>	<p>Pax insist on our service fees</p>

14	<p>After looking carefully into your booking, we can see that we have escalated this case to our specialist, and we are waiting for the airline to respond.</p> <p>We understand your frustration with the process. That is why your case has been marked as urgent across all systems, to make sure that this can be resolved as soon as possible.</p> <p>We apologize for the delay because this is not the experience that we wish our customers to have. Our specialist will contact you via e-mail as soon as possible. Thank you for your understanding.</p>	<p>Case already on support Queue and we need to advise pax on waiting</p>
15	<p>This is our alias email that we have created with the aim of protecting your personal information and assisting you to filter out spam and advertisement emails. Any relevant email regarding changes in flight or cancellation will be forwarded to your registered email with us. Furthermore, this will assist us with schedule changes; if the airline makes changes to your booking, we can take action accordingly in a timely manner.</p>	<p>Passenger concerning about alias email.</p> <p>China Airlines or any</p>

16	<p>We understand you want to find your flight on the website, however, sometimes the booking can't be seen because it's booked by a third party. Don't worry, your booking is confirmed. All you need to wait until departure and enjoy your flight!</p> <p>Also, please make sure to print out your boarding pass, as doing this at the airport will cost you a fee.</p>	<p>airline's bookings (GDS) cannot be found on airline website. (PLEASE TRY ALL POSSIBILITIES such as decapitalize or capitalize the surname, remove space in-between, remove any special character or accent,</p>
17	<p>I realize how upsetting this must be for you. But please know I'm here to assist you with everything I can. I will continue to try my best to resolve your problem, however, please remember to use the language we need to communicate about the issue and not words which can be mean or hurtful. If we can't talk professionally with each other, then we will have to start a new chat with a different agent.</p>	<p>Abusive language.</p>
18	<p>Now that we have checked, we can see that your order could not be completed due to a failed payment attempt. I'm sorry you have to deal with this. In case the amount was blocked from your account, please wait up to 72 hours for the amount to be released. If your money is still blocked after 72 hours, please reach out to us and we will check for you. In the meantime, you can contact your bank to see if there is an issue.</p>	<p>Time out (under 72 hours)</p>

	Thank you so much for understanding..	
19	<p>Thank you so much for your patience. After trying our best to check the waiver/exception/grace policy of the airline, we regret to inform you that the airline does not offer any waiver for your situation.</p> <p>In this case, we are required to follow the airline's policy for cancellation.</p>	GDPR cxi but no waiver, have to follow fare rule.

20	It is a normal process for the airline once your ticket is booked via a third party. When you contact us, we have to strictly follow their policy and provide it to you on their behalf. Since this ticket is owned by them, only (airline name) can make an exception for you. We are willing to help you but we cannot proceed further without their authorization.	If pax said yy redirected to us for a request that need to be done by yy.
21	<p>Thank you so much for your patience. Now that we have checked, we can request that the airline gives you a refund. In this case, we would have to cancel your flight and send you an email to collect relevant documents to support your refund claim. Please note that the refund is not guaranteed since it depends on the decision from the airline. Would you like to proceed?</p> <p>If pax agreed: Thank you so much for your confirmation. I will cancel your order and send you a confirmation email. Please make sure to provide the necessary documents within 5 business days for us to cross-check with the airline. Again, we are truly sorry for your situation.</p>	Cancel due to GDPR.
22	<p>Thank you for your patience.</p> <p>I have done my best to verify the information of your flight and at the moment, there has been a change performed by the airline and fortunately, we do have a team specialized in handling these</p>	(SC) Transfer to SC

	<p>kinds of requests. Therefore, to make sure you got the best assistance, please allow me to transfer you to them.</p> <p>Please note that the team is experiencing a higher volume of interaction than normal, so it can take a few minutes, apologies in advance for the waiting and we are grateful to have you as our customer.</p>	
23	<p>Upon checking here on the system, I can see that the amount of XXX has been collected under our name; however, rest assured this is not an additional amount we collected but, in fact, for your order, the payment process is split into two separate transactions; one charge from us and another one from the airline itself, but if we were to combine the two transactions, that would constitute the total payment of the whole order itself.</p> <p>I apologize, in advance, in case this may bring some confusion but rest assured that your safety and satisfaction are our paramount priority and we are always transparent, especially when it comes to payment related issues.</p> <p>In case if you have any other issues, please do not hesitate letting me know,</p>	CC2C order - paym split
24	<p>Thank you for your patience on the matter.</p> <p>Regarding this, I can see that our team is working with the airline to get the refund on your behalf; however, since the process is also pending on the airline's action and at the moment, we are still waiting for the refund from them.</p> <p>As for the timeframe, unfortunately, I won't be able to give you a specific estimated time since airlines can have different handling times, but we will do everything we can on our ends to make sure you have the refund as soon as possible.</p>	Refund Delay

25	<p>After checking carefully here, I can see that you haven't verified your flight with Ryan Air Ryanair have an extra step to their booking security and safety process, so we want to make you aware of exactly what you need to do in order to be able to check in online and manage your booking on their website</p> <p><a href="https://www.ryanair.com/gb/en/lp/check-in">https://www.ryanair.com/gb/en/lp/check-in</a></p> <p>Please kindly access the airline's website Input your reservation number: XXX</p> <p>Your email: XXX</p> <p>And then do the verification process as required by RyanAir.</p> <p>After finishing with the verification process, please kindly get back to us for further assistance regarding rebooking.</p>	Advise pax to verify on Ryanair website
26	<p>Firstly, I'm terribly sorry to hear that you have to deal with this payment issue. However, after checking carefully here, I can see that the additional amount you have been charged is a currency conversion fee from your bank.</p> <p>Some banks charge the customer a currency conversion fee when the customer uses their card and pays in a foreign currency. Please be advised that this is the bank's fee and not our fee.</p> <p>We do not charge any extra fee when the payment is done. Therefore, we highly recommend that you contact the bank for further information in this case.</p>	Currency conversion fee
27	<p>Regarding information about VISA, I highly recommend you contact the airline or your local embassy directly for the most secure information.</p> <p>There are different travel policies for each country, and as a travel agency, we are not able to know all the information regarding travel policies around the world.</p>	Pax asks if VISA needed for pax's booking



	We recommend this because we would like our customers to have the best service possible to avoid problems in the future. I hope for your understanding in this situation.	
28	<p>To proceed with your request, I need your passport details. Please fill in your details below:</p> <ul style="list-style-type: none"> <li>- Passport issuing country</li> <li>- Passport number</li> <li>- Passengers nationality</li> <li>- Expiration date</li> <li>- First name</li> <li>- Last name</li> <li>- Date of Birth</li> <li>- Gender</li> </ul>	Ask for passport details

#### REFUND RELATED TEMPLATES

<b>Refund Delay</b>	I acknowledge your frustration but we already provided all the information we have. I regret that I will need to disconnect this call, which is inevitable due to many other customers waiting in our queues. We are doing our best in order to get your refund. Therefore I'm going to disconnect the call, thank you for understanding." (DISCONNECT).	The customer keeps pushing back after the agent has repeatedly tried educating the customer in regards to their refund delay. (at least 3 times)
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<b>Refund prioritization</b>	While we absolutely understand your concern, we have no influence over the airlines' prioritization from our end as they work with an extremely increased workload as well and have their own priorities to meet. As a result, the only option is	Still wait for the airline
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	for us to wait for the airline to finalize our request. Your patience is highly appreciated.	
<b>Refund waiting from YY</b>	<p>Thank you for your patience. I apologize for the refund delay. I would like to advise you that we have already requested a refund from the airline. We, too, are waiting for reimbursement from the airline, just like you are. Trust me, once we get our airline reimbursement. We will issue a refund as soon as possible.</p> <p>We appreciate your efforts and understand it is your hard earned money. However, our team is also coordinating with the airlines and personally I would also escalate from my end once to check and accelerate the process. The refund time frame from the airlines is not certain. Due to high volumes of refunds to be processed it sometimes takes much more time to process.</p>	Still wait for the airline 2
<b>Only one pnr has been refunded until now</b>	We truly understand your concern, and we assure you that all the necessary actions have been taken from our end for both/all of your tickets. The reason why you have not received the refund for the ticket/pnr(LCC) ##YY## is because we cannot start processing a refund until we have received the refunds from the airline. You will be notified via a separate email as soon as the rest of the amount has been refunded.	When will I get my refund for the other ticket?
<b>Conflict of information between airline and us</b>	If you were informed by the representative of the airline company that you are entitled to a full refund, please ask them to insert a note in your booking with the authorization code.	The airline said I can have a full refund, why are you saying I can't get a full refund?
<b>Legal actions</b>	We totally understand your point of view, however, we would like to assure you that we have already taken all the necessary actions regarding your	I will sue your company

	request and no further actions are required from your side.	
<b>Compensation</b>	<p><b>If related to YY policy:</b></p> <p>While we may understand the reason for your request, we do not have the authority to handle any compensation-related requests. If you believe that you are entitled to compensation due to the situation that has occurred you may contact the airline directly to officially submit your request. You may find more information on the airline's website.</p>	Will I get a compensation?
	<p><b>If related to service provided by ETG (for mishandle only):</b></p> <p>Please accept our sincere apologies for this hassle. While we may understand the reason for your request, we do not handle any compensation-related requests over the telephone. You may submit your request through our contact form, and our Customer Relations team will investigate and reply accordingly.</p> <p>Please take into consideration that, due to increased volumes, it might take some time until you receive a response.</p>	
Frustrated Customer	"Mr. XX, I understand you would like to speak to a supervisor but I assure you I have the authority to answer your questions. I don't want you to have to hold and I don't want to create false hope. I will have the same answer for you that you will hear from a supervisor, namely that the latest information on your refund can be found directly on our website. Simply log in to your account on our website by clicking "My Bookings", which you can find in the top right corner."	The customer is asking for a Supervisor
Asking the tkt number to assist.		

# VOID:

Thank you for waiting. As I checked, you can cancel your booking since you have just made your booking today. We are happy to reach out to the airline to cancel your booking and submit the refund application with our service fee of XXX.

In this case I kindly suggest that you should cancel this booking and make a new booking on our website. It would be much more economical than rebooking. **(ONLY WHEN PAX REQUEST TO REBOOK WITHIN VOID TIME)**

If you now cancel this booking, you will receive a refund of XXX in total. **(ONLY WHEN ERC WORKS)**

Please note that, according to the airline rules and our Terms and Conditions, some taxes and add-on products may not be refundable.

Would you like me to cancel your booking and contact the airline for a refund?

# CLOSING

If you do not have anything else concerned, now this chat is closed. Please feel free to contact us by opening a new chat should you have any further requests or questions. Thank you for contacting us. Have a nice day!

**OR**

As we have not received a response from you, we will close the chat. If you need further assistance, please start a new conversation, or reach us via the Contact Us form you find on the site you are currently on. This chat is now closed.

# 24H BR (for AZUL BRAZILLIAN AIRLINES)

Thank you for waiting. As I checked, the airline may allow to cancel without cancellation fees because you have just made booking today. I will have to escalate your case to our support team so that they will double-check cancellation policies with the airline and update you via phone or email later.

If the airline allows to cancel without cancellation fees, we will cancel your order without any fee from our site right away for your convenience.

May I ask if this is alright to you?

**If pax agrees to escalate:**

Can I have your confirmation that you would like to cancel the flight xxxx for passenger xxxx the booking xxxxxx if no cancellation fees are charged?

Thank you for your confirmation. Our team will cross-check with the airline and inform you via email later. If the airline confirms that there is no fee for cancellation, we will cancel the booking xxxxxx immediately and send a cancellation confirmation to you.

## REFUND AMOUNT IF ATC NOT WORK:

Since the airline is the one who calculates the refund amount, we cannot provide you with further information about this. When the airline refunds us, we will process the remaining amount back to you after deducting our service fee of XXX.

## CANCELLATION GUARANTEE

CXL Guarantee is only valid before the first flight departure, as long as cancelled 24hs before the flight.

Can use to cxl for only 1 or all paxs in order.

If pax ctced YY to rebook => cannot use CXL GUARANTEE

If pax rebooked through us => Still can use CXL GUARANTEE

CC2C nhấn CXL chứ k Modify

Thank you for waiting. As per checking, I can see that you have a Cancellation Guarantee Extra product.

Tickets will be returned to you in the form of a voucher, which are worth 90% of the air ticket amount. Any additional products like baggage or the support package will not be included. You may only use this feature once.

Would you like to proceed to use the product Cancellation Guarantee Extra to cancel the flight ... for passenger in the booking ...?

### **IF PAX AGREES:**

Can I have your confirmation that you would like to use the product Cancellation Guarantee Extra to cancel the flight ... for passenger ... in the booking ...?

### **AFTER PAX CONFIRMED:**

Thank you for your confirmation. I will now cancel the booking ... for passenger ... Our team will issue the voucher and send the voucher code to your mailbox within 7 business days.

# GDPR CANCELLATION:

Regarding cancellation, according to the airline rules, ***the ticket is originally non-refundable in case of cancellation.*** (Need to adjust the message depending on the fare rules)

However, your situation can be considered an exception; therefore, the airline may offer you an exception to cancel without the airline's penalty.

Depending on the validity of the proof or certificate that the passenger can provide the airline, they will decide whether you are eligible to get the refund or not. From our end, we cannot guarantee that you can get the refund.

- If the refund request is approved, you can get the entire refund amount that the airline offers.
- If the refund request is rejected, you need to follow the airline's original voluntary cancellation policies.

## PENDING PROVIDER AMOUNT/SHOPPING/ORDER PENDING

Thank you for your waiting. As per checking, I can see that your booking is still in the confirmation process. Due to the airline's default processes and technical requirements, it may take from 12 hours up to 72 hours to confirm their booking. Please kindly wait for the airline to confirm your order. We will update your order status via email as soon as it is confirmed.

## TIMED-OUT (less than 72h)

Thank you for waiting. As I have checked on our system, your order has been "Timed-out," which means that we have not captured your payment successfully and your order has been cancelled. Therefore, we kindly advise you to book a new order on our website.

If you have been charged for this order, the money will automatically be refunded to your original form of payment within 72 hours since the booking was made.

If it passes 72 hours and you still do not get the refund to your original form of payment, please contact us again for further support.

## ANCILLARIES: BUT LESS THAN 48H BEFORE DEPARTURE

Thank you for waiting. As I checked, your flight departs within less than xxx hours. However, our team normally needs at least 48 hours to handle an ancillary request.

Because of the limited authority and restrictions of a travel agency, we are sorry to inform you that we cannot support you in this request.

In this case, please directly contact the airline at xxxxxxxxx, using the reference xxxxxxxxx, for further support.

## MEAL/BEVERAGE REQUEST:

Regarding food and beverage options served during the flight, it is dependent on the specific airline's services. To cater to your preferences, please the airline directly to inquire about the specific food options available. They will be able to provide you with detailed information and assist you in selecting the food that best suits your preferences.

## ADD PASSPORT GDS

Can you please give me the following information so that I can help you update your passport details?

- last name
- first name
- passport number
- date of passport expiration
- nationality
- passport issuance country
- date of birth
- gender

**LCC:** As I checked, the airline does not give us the option to update passport information. In this case, you can add it during the check-in online process on the airline's website.

## INSTALMENTS

Regarding your questions, if when you book and pay on the website, the website gives you the option to pay in installments, then you are allowed to buy in installments. If not, you have to pay for everything at once.

## PETS ONBOARD

Thank you for waiting. Regarding your question, each airline has different policies and requirements about pets onboard. Therefore, in this case, for your and your pet's safety. please directly contact the airline at xxxxxxxx, with the reference xxxxxxxx, for accurate information and better support.

# INVOICE B.COM

Can you please provide me with the following information for further support?

1. Address:
2. Company name:
3. Company address:
4. City:
5. Zip code:
6. VAT number (or RFC):
7. Email address:

## PAYMENT ISSUES ON OUR WEBSITE:

Regarding payment, I can see that all our systems are green light and there is no maintenance notice from our back office. We are sorry your payment didn't go through. This may be for a number of reasons. To fix the issue, here are some things you can try:

1. When you make a transfer, sometimes your bank's website is opened in a new window. If you have pop-ups blocked in your browser, this may prevent your bank's website from opening. Select 'Allow pop-ups' in your browser settings and try again.
2. Clear your history and cookies, then try again.
3. Try to use another browser.
4. Pay with another card.

If the tips above are not successful, we recommend you contact your bank for more information.

## CASE ON SUP:

## OUR SERVICE FEE:

Regarding our service fee, it is publicly stated on our website in the Terms and Conditions section. It is our standard routine to charge the service fee when handling all administrative and communication work to provide the best service to our customers.

## ALIAS EMAIL:

Thank you for waiting. As I checked, the email address XXXXXXXXXXXXXXXXXXXX shown on the airline's website is the alias email that we have created when reaching out to the airline to avoid the leakage of your personal information and assist you to filter out spam e-mail. Please



be advised that we have forwarded all the relevant and important information from the airline to your mailbox.

## XCOVER:

Thank you for waiting. As I checked, you have the product **Cancellation Insurance/CoverGenius (MAY NEED TO REPLACE THE PRODUCT NAME)** that can be used to make a claim with XCover. From our end, no refund will be processed.

XCover will decide whether you are eligible to get the refund or not depending on the proof you can provide them. Therefore, please carefully check the Terms and Conditions to see if your case and proof will be considered as valid for refund or not.

Please get access to this link <https://www.xcover.com/en-us/terms> to read the Terms and Condition carefully to decide if you still want to cancel or not.

After that, if you still want to cancel, you can cancel your booking and then make a claim with XCover via link: <https://www.xcover.com/en-us/login>

Currently the purchase product you purchased was with Xcover which is a product coming from our partner, now if we cancel, any complaint you make will be with Xcover and not from us, at this moment we are declaring the rules that come from the company airline that you will not receive any refund. But if you have contacted XCover and have clearly checked the terms and conditions, we will cancel the flight. Please note again that we do not help with any complaints, and the complaint you made will be with Xcover, so we cannot give you any guarantees about a refund. If you still wish for the claim we will send the email then you will need to make the claim with them and we will not be able to assist you further.

( nếu ticket của nó non refundable)

Currently the purchase product you purchased was with Xcover which is a product coming from our partner, now if we cancel, any complaint you make will be with Xcover and not from us. But if you have contacted XCover and have clearly checked the terms and conditions, we will cancel the flight. Please note again that we do not help with any complaints, and the complaint you made will be with Xcover, so we cannot give you any guarantees about a refund. If you still wish for the claim we will send the email then you will need to make the claim with them and we will not be able to assist you further.

( nếu ticket của nó refundable tax nhưng mình kg báo)

AIRHELP+

Regarding the cancellation, according to the airline rules, the ticket is not originally refundable in case of cancellation.

However, as I have verified, you have the Airhelp+ product that can be used to file a claim with Airhelp+. From our side, no refund will be processed.

Airhelp+ will decide whether you are entitled to a refund or not based on the evidence you can provide. Therefore, please check the Terms and Conditions carefully to see whether your case and evidence will be considered valid for a refund or not.

Go to this link <https://www.airhelp.com/en/terms> to read the Terms and Conditions carefully to decide whether you still want to cancel or not.

After that, if you still want to cancel, you can cancel the booking and then file a claim with Airhelp+ by phone at .....

## NACO ETRACK:

We have received your request that you wish to modify the name of a ticket in your reservation. We always need to follow the airline rules for the ticket that you have booked through us.

Please share a passport copy of the passenger so that we will contact the airline to check your case further and handle your name correction request.

## CHARGEBACK:

We realize that you raised a payment question with your bank against us. This means we are unable to provide you with any kind of information about this reservation. As this is a legal procedure, we expected an outcome no earlier than **December 17, 2023 (NEED TO BE MODIFIED AS PER ERRAND IN EDVIN)**

## CHINA EASTERN AIRLINE:

Thank you for waiting. To check-in online or retrieve your booking on the airline's website, please get access to this link: <https://ph.ceair.com/en/check-in.html>

- Enter the ticket number without the separator: 781xxxxxxxxxx.
- First name: (without spaces)
- Last name: (without spaces)
- ID number: MU/FM
- Verification code: enter the captcha code.

## GOL LINHAS AERENAS:

Thank you for waiting. To check-in online or retrieve your booking on the airline's website, please get access to this link: <https://www.voegol.com.br/en/inicio>

- Click 'My trips'
- Enter the booking code: XXXXXX or ticket number: XXXXXXXXXXXXXXXX
- departure: Fortaleza FOR **(AS PER EDVIN)**
- last name: xxxxxxxxxxxx (if it does not work, please try with last name without spaces Rosaesousa)

# TURKISH AIRLINES:

Thank you for waiting. To check-in online or retrieve your booking on the airline's website, please get access to this link: <https://www.turkishairlines.com/en-int/flights/manage-booking/>

- Input ticket numbers without the separator: 235xxxxxxxxx
- Last name: xxxxx (without special symbol and spaces)
- Click the arrow and add another passengers *(if booking includes 2 or more passenger)*
- Input ticket numbers without the separator: 235xxxxxxxxx , and last name: xxxxx (without special symbol and spaces)
- Click 'Search for passengers'

# TAP PORTUGAL:

Thank you for waiting. To check-in online or retrieve your booking on the airline's website, please get access to this link: <https://www.flytap.com/en-at/manage-booking>

- Click 'My Trips' or 'Check-in'
- Booking code: xxxxxx
- Last name: xxxxxx
- Send verification code to your phone number to get the code and retrieve your booking.

# SKY EXPRESS LCC

## **KHÔNG nhấp vào nút Cancel trên YY web**

Vào OTRS mở confirmation mail từ YY và kiểm tra loại giá vé mà hành khách đã đặt và fare base của khách, sau đó check Fare rules trong link:

<https://www.skyexpress.gr/en/sky-experience/before-fly/fare-types>

- + Nếu chỉ có thể hoàn thuế, hãy thông báo cho khách hàng vé non-refundable
- + nếu khách muốn credit cho booking này thì refer airline

# PARTIALLY USED TKT on GDS:

**luôn luôn kiểm tra Penalty của After Departure, báo phí và không đảm bảo refund với khách. Đồng thời, để lại thông tin trong "Info to BO" là "Pax agreed to cancel although refund is not guarantee, please process any possible refund, if no refund can be done, please inform pax ticket is non-refundable".**

# TICKET ERRORS:

Thank you for waiting. As I checked, our team has tried to issue the ticket multiple times but the issuing system kept getting errors, not allowing us to proceed to issue the ticket due to

technical reasons. Therefore, the booking ends up being cancelled after several attempts. We are truly sorry for this inconvenience.

Our team will process the entire paid amount for the booking 40-487733943 back to you within 3-5 business days. In this case, if you would like to travel, please kindly make a new booking with the airline directly.